



Why Work as a... Funeral Team Member

A solution for your training needs and career progression

ROLE OVERVIEW

Funeral team members will specialise in one of two roles. A Funeral Arranger – Supports the funeral director by arranging funerals and pre-payment plans, handling customer enquiries, sales and after care either on or off site. Administration and payment reconciliation is a part of this job role. A Funeral Operative – Plays an active role in assisting the funeral director on funerals, cleaning and driving a variety of vehicles, bringing the deceased into care, preparing the deceased and coffins and supporting client visits.

KEY POINTS

- **Level:** 2
- **Duration:** 12 months + End Point Assessment
- **Pathways:** Funeral Arranger, Funeral Operative
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Options include Funeral Director, Retailer, Retail Team Leader, and Retail Manager

KNOWLEDGE REQUIREMENTS



- How to communicate with clients during the various stages of the grieving process
- Client types and the local community demographic
- How to support and influence the team positively, recognising how all colleagues and teams are dependent on each other to meet business objectives
- The legislative requirements, duties and responsibilities of the business
- How personal development and performance contributes to success of the business
- Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea

SKILL REQUIREMENTS



- Use clear, relevant and empathetic communication to establish clients' needs and satisfy their requirements
- Use technology including social media in line with business requirements
- Adapt positively to all types of team leaders, team members and different types of team within the business in which you work
- Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services

BEHAVIOUR REQUIREMENTS



- Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business
- Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors
- Consistently exhibit respect and work positively with team leaders and team
- Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends

South Yorkshire
Apprenticeship
Hub

www.southyorkshireapprenticeships.org

[Live Vacancies](#)

**Supporting individuals and businesses
across South Yorkshire**